



National Aeronautics and  
Space Administration

**NASA Shared Services Center**  
*Stennis Space Center, MS*  
39529-6000  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Process Work Instruction**

**NSPWI-9710-0002      Revision 12.0**

**Effective Date:                      October 20, 2023**  
**Expiration Date:                      October 20, 2024**

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# **Fleet Charge Card Agency and Center Program Coordinator Roles and Responsibilities**

**- FOR NSSC INTERNAL USE ONLY -**

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**Responsible Office: Financial Management Services Division**

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**Approved by**

\_\_\_\_\_  
 Teri Green (Acting)  
 Chief, Financial Management Division

\_\_\_\_\_  
 Date

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## DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	03/01/2012	Basic Release
Revision	2.0	02/13/2015	Document originated under NSWI-9710-0002 and was renumbered to NSPWI-9710-0002 in accordance with the NSSC Document Management Program Procedural Instruction, NSNPI-1410-0001.
Revision	3.0	06/02/2016	Audit reference added to Purpose and roles modified in Appendix.
Revision	4.0	10/01/2016	Updated for new NPD 5104.1 Government Charge Card
Revision	5.0	12/22/2017	Updated Fleet Charge Card Assurance Form
Revision	6.0	3/15/2019	Adding Fleet Card Review Recommendations Added Fleet Commander Reports Created an appendix for JPMC reports
Revision	7.0	6/28/2019	Removed the JPMC appendix as JPMC access no longer exists.
Revision	8.0	6/28/2020	Update to reflect Chief, FMD and routine review
Revision	9.0	6/28/2021	Update to reflect Chief, FMD and routine review
Revision	10.0	6/30/2022	Routine Review
Revision	11.0	10/15/2022	Added manual instructions to pull credit card statements.
Revision	12.0	10/20/2023	Routine Review

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## 1.0 Purpose

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) provides oversight and conducts internal control reviews related to the NASA Fleet Charge Card Program as the Lead Agency Program Coordinator (APC). Center APCs (CAPC) provide Center level support including issuance and control of charge cards, monitoring of Center charge card activity, handling of Center charge card issues and approval of payment of Center fleet card accounts.

## 2.0 Authority

This position description is performed within the Financial Management Services Division (FMSD) under the authority of the Chief, FMSD. Links to referenced authority documents for detailed roles and responsibilities are located on the NSSC Customer Service Web site as well as the NASA Policy Directive (NPD) 5104.1.

## 3.0 Applicable Documents and References

- NASA Fleet Charge Card Management Plan
- Office of Management Budget (OMB) Circular A-123 Appendix B – Improving the Management of Government Charge Card Program
- NPD 1200.1E – NASA Internal Control
- NPD 5104.1 Government Charge Cards
- General Service Administration (GSA) Transportation Regulations

## 4.0 Process

### Fleet Commander Delinquency Reports

Run this report to determine the status of your account(s). This report shows billing amounts, exposure, and amounts that are delinquent. Run and review this report to determine when accounts are delinquent 31 days or more. This report will be used to ensure there are no delinquencies and prevent fleet cards from being suspended. If delinquencies appear that have been requested for payment, contact the NSSC Contact Center (nssc-contactcenter@mail.nasa.gov) with a cc to the Lead APC to ensure payment requests have been processed by NSSC Accounts Payable and the payment of the Fleet Centrally Billed Account (CBA) will be processed-To ensure the payment

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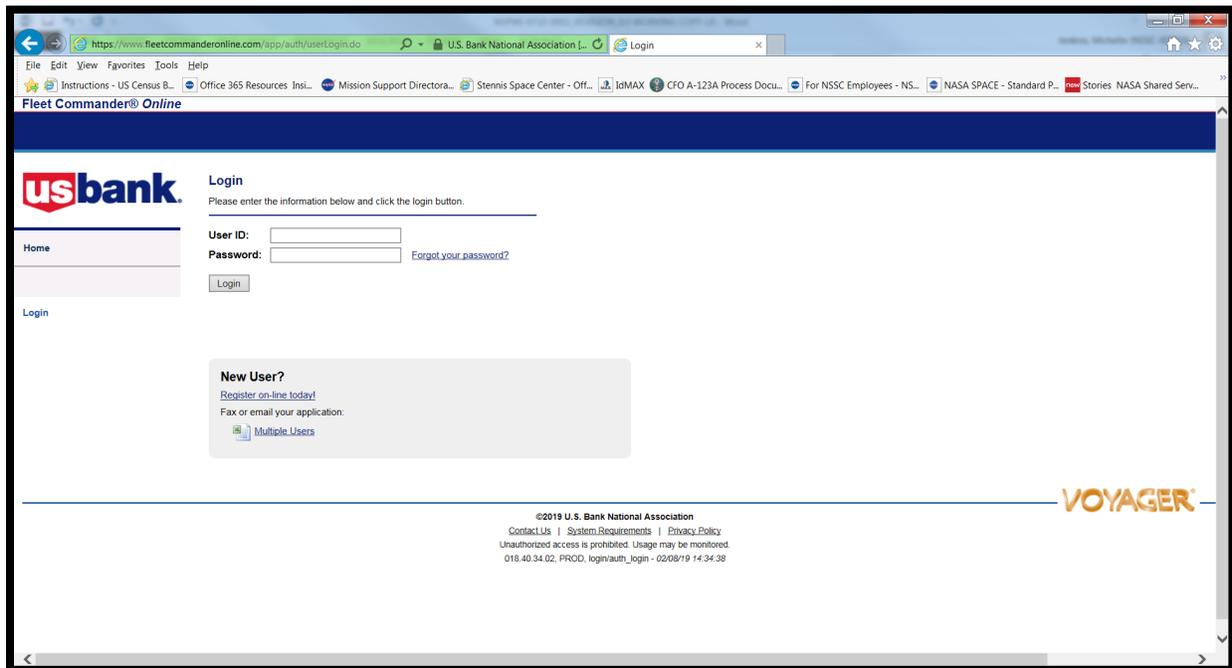
was applied to the appropriate account. If payment has not been requested, the account will suspend 61 days after the statement date.

Note: The CAPC view is different from the views shown below. All CAPC reports will default to the Center(s) assigned to your profile.

Delinquency Report ( Billing Reports)	Monthly	11th of the month	Fleet Commander Online
---------------------------------------	---------	-------------------	------------------------

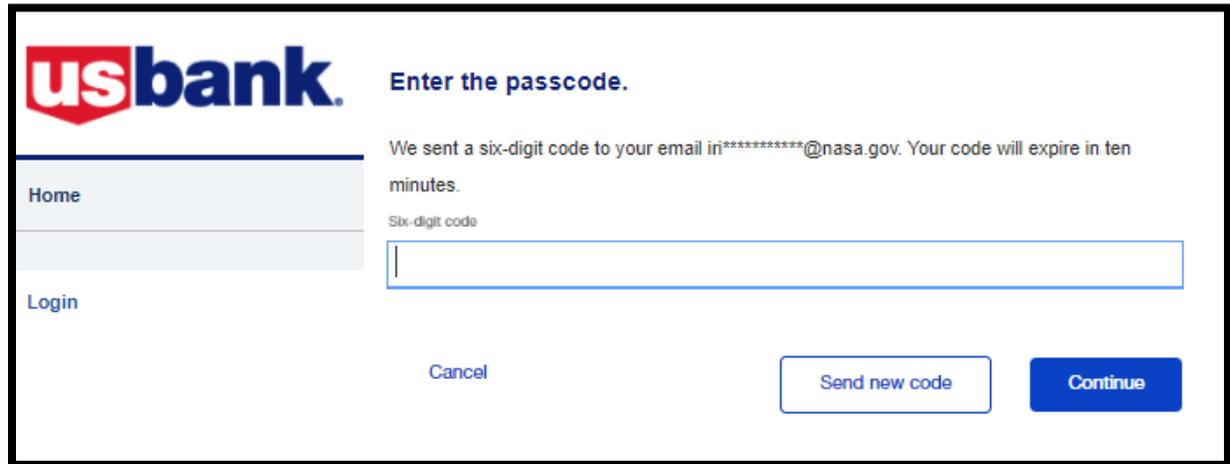
### Steps to run Fleet Commander Reports:

1. Log into Fleet Commander. [Login \(fleetcommanderonline.com\)](https://fleetcommanderonline.com)

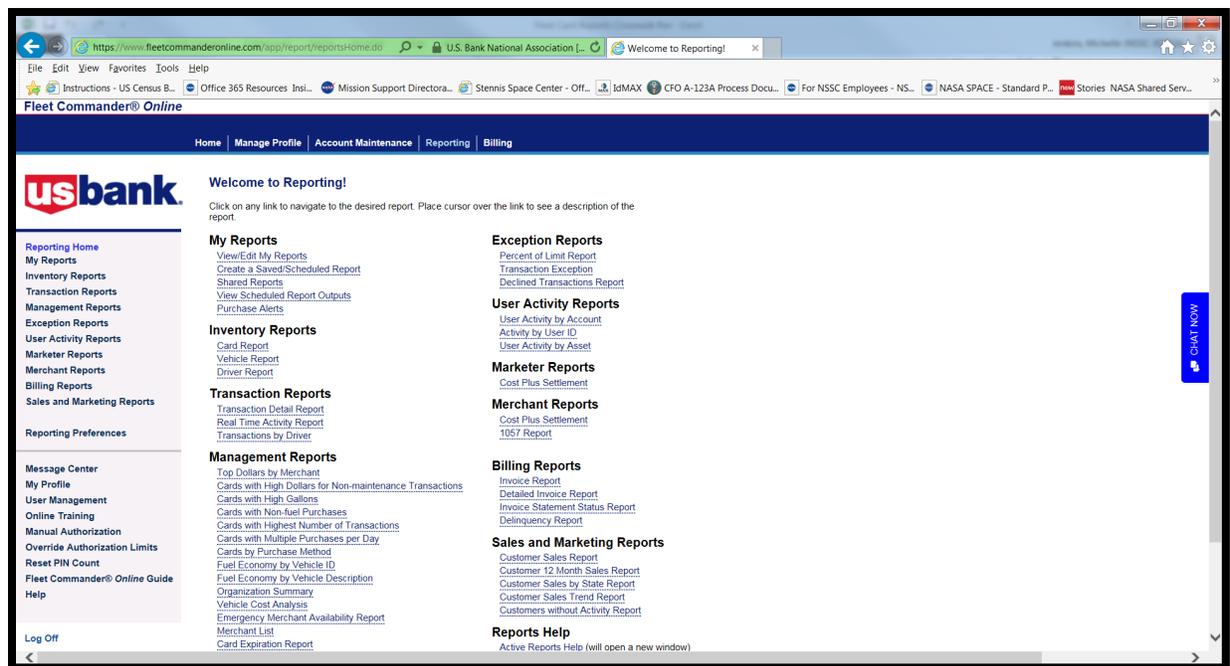


\*Enhanced Security: Once you have entered your User ID and Password, you will be prompted to enter your six-digit pass code, as shown below. You can set this up to go to your email or a mobile phone.

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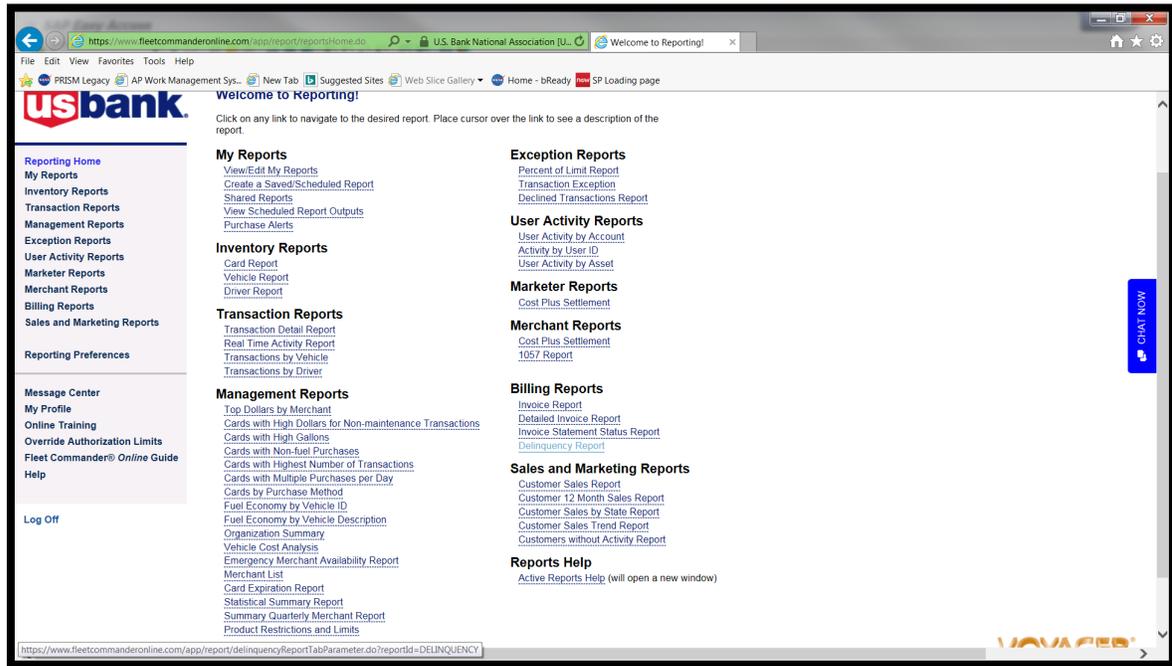


2. Put your cursor on the “Reporting” tab at the top of screen.



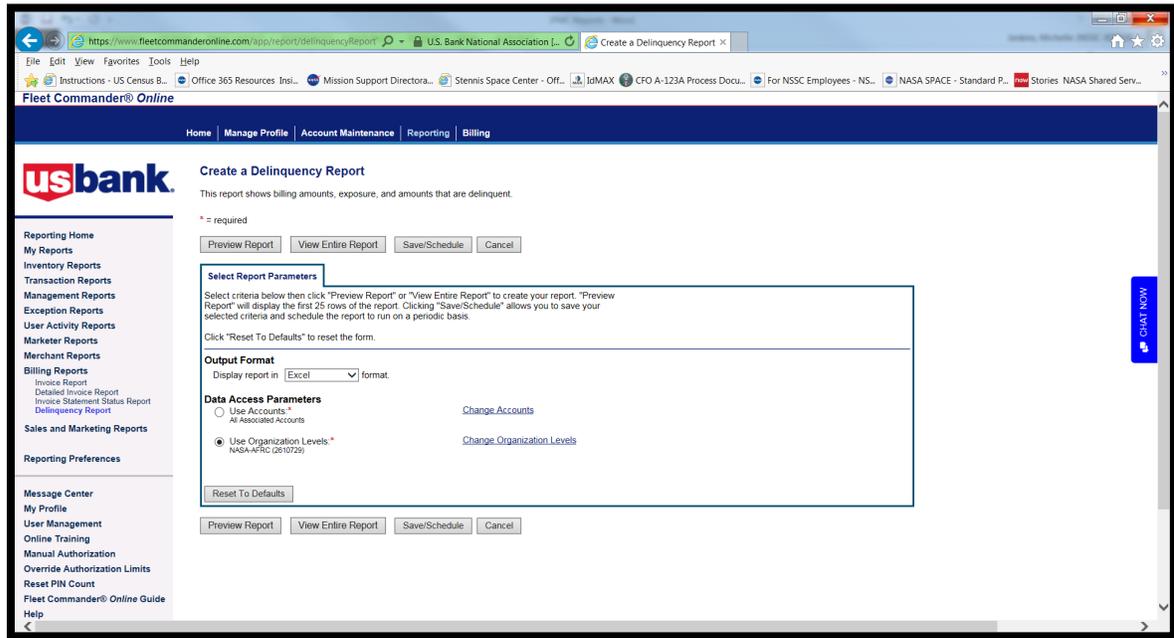
3. Under the Billing Reports group click on “Delinquency Report.”

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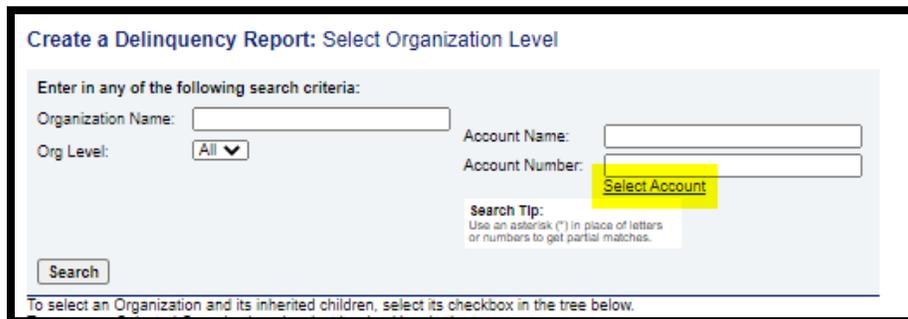


- This brings up the report template. This is where you can set certain criteria, such as date parameters and your accounts, if you have access to multiple accounts. Also, you can schedule your report to run on a weekly or monthly schedule.
- Select the desired format in the Output Format dropdown. There are no set criteria for the standard Delinquency Report, so you will need to enter the criteria. Select the applicable Center hierarchy by selecting "Use Organization Levels", then click the link next to it that says "Change Organization Levels".

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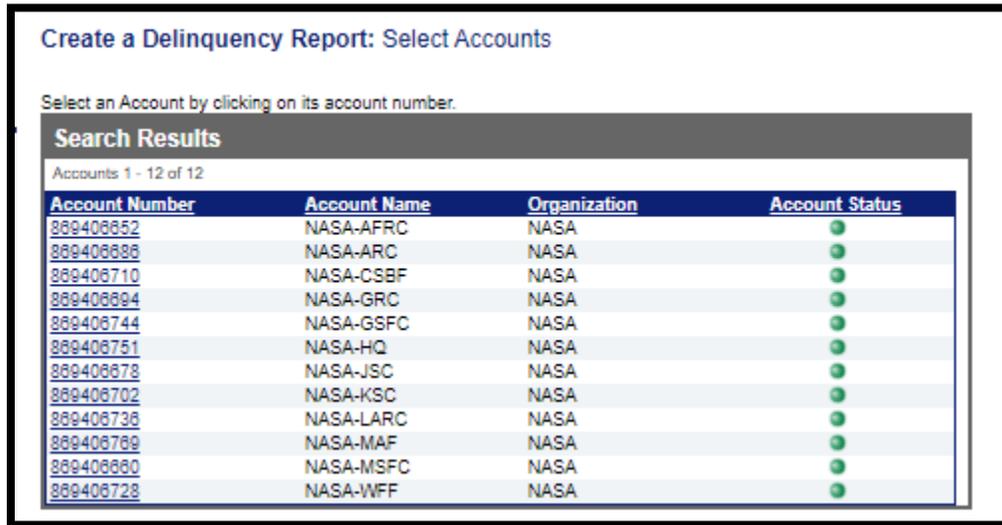


6. Click on *Select Account* to choose the applicable Center.

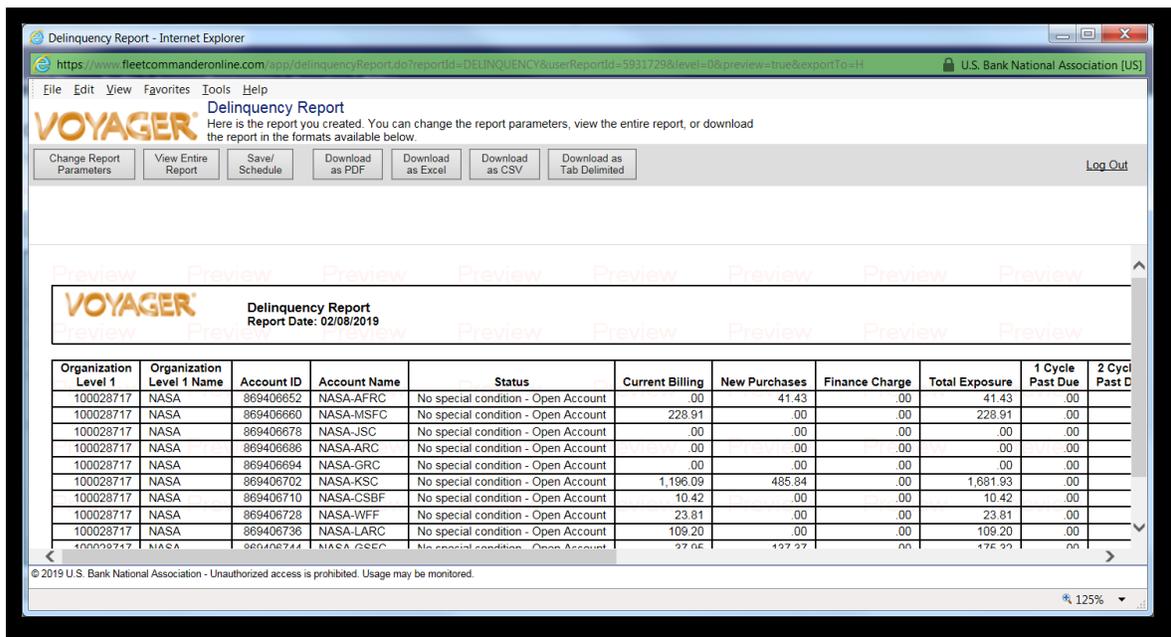


7. Click on the applicable *Account Number*.

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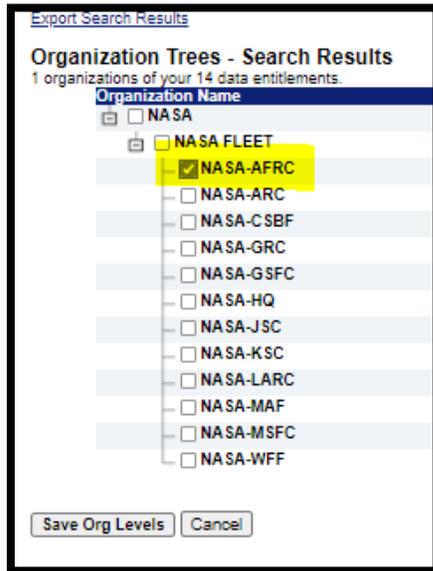


- Save the criteria, then the system brings you back to the main report page. Click View Entire report and your report will be created.

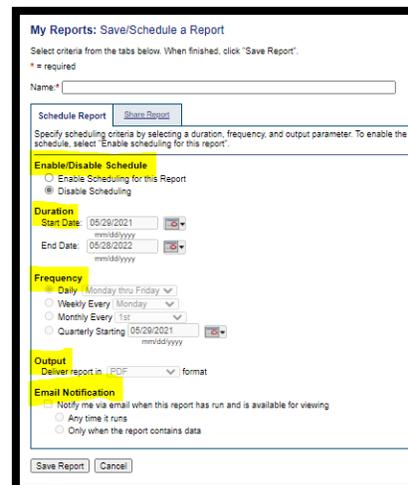
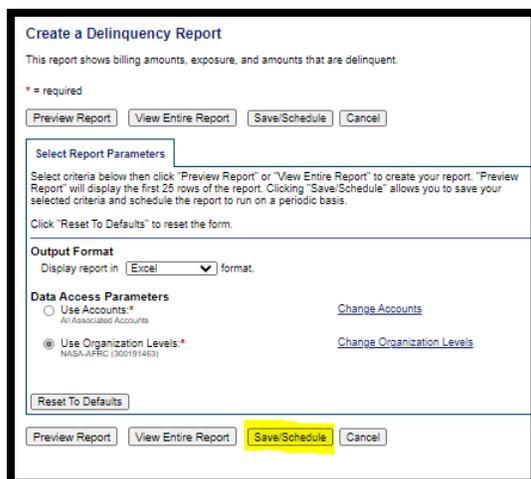


Note: If you have multiple center access you may need to drill down into the *Organization Trees* and select the applicable *Organization Name* (see below).

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- Schedule the report to run monthly, on after the monthly invoice has been generated around the 11<sup>th</sup> of each month. To save the report with the criteria, Click on *Save/Schedule* the report, choose parameters; and then, *save report*.



You can be notified via email when this report has run and the report is available for viewing. The report will run as you have it scheduled, or you can process the report immediately.

## PROGRAM MONITORING REPORTS

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## U.S. Bank Voyager Program Monitoring Reports

Report Name	Frequency	When to run	Source System	Minimum Validation
Card Report (Inventory Report)	Monthly	11th of the month or after the monthly statement is issued whichever is last.	Fleet Commander Online	100% Review
Declined Transaction Report (Exception Reports)	Weekly	At the end of each week	Fleet Commander Online	100% Review
Transaction Detail Report (Transaction Reports)	Monthly	11 <sup>th</sup> of the month or after the monthly statement is issued whichever is last.	Fleet Commander Online	100% Review

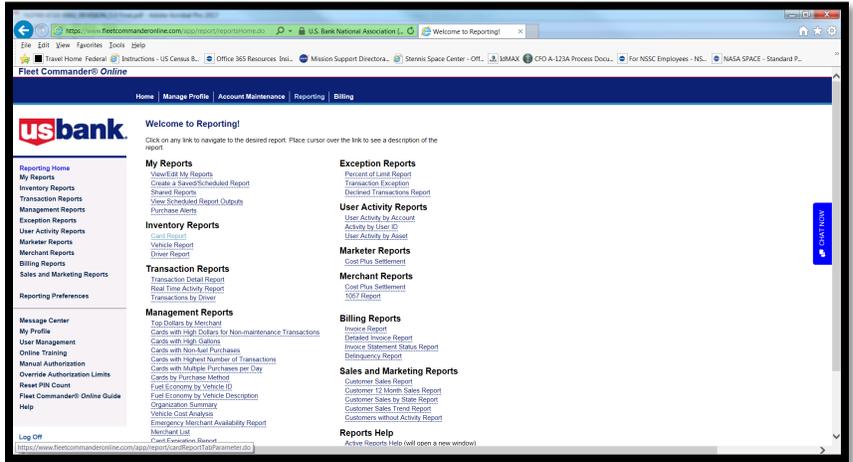
Note: All reports and subsequent correspondence, including e-mails and documentation of phone calls, should be retained by the CAPC for three years. When requests for clarification are sent to card users, the CAPC should provide the card user with one week to respond before notifying the card user's supervisor.

Abuse and/or misuse has occurred, if transactions were attempted or posted that are contrary to or do not comply with governing rules, regulations, policies, procedures and/or established guidelines.

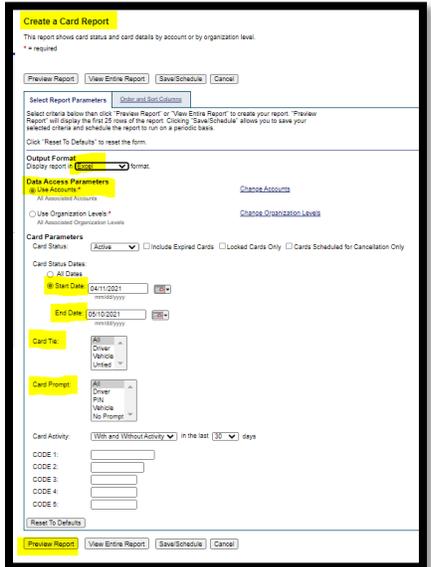
### Card Report (100% Review) – Inventory Reports

Go to Reporting Tab, select *Card Report* under *Inventory Reports* (shown below).

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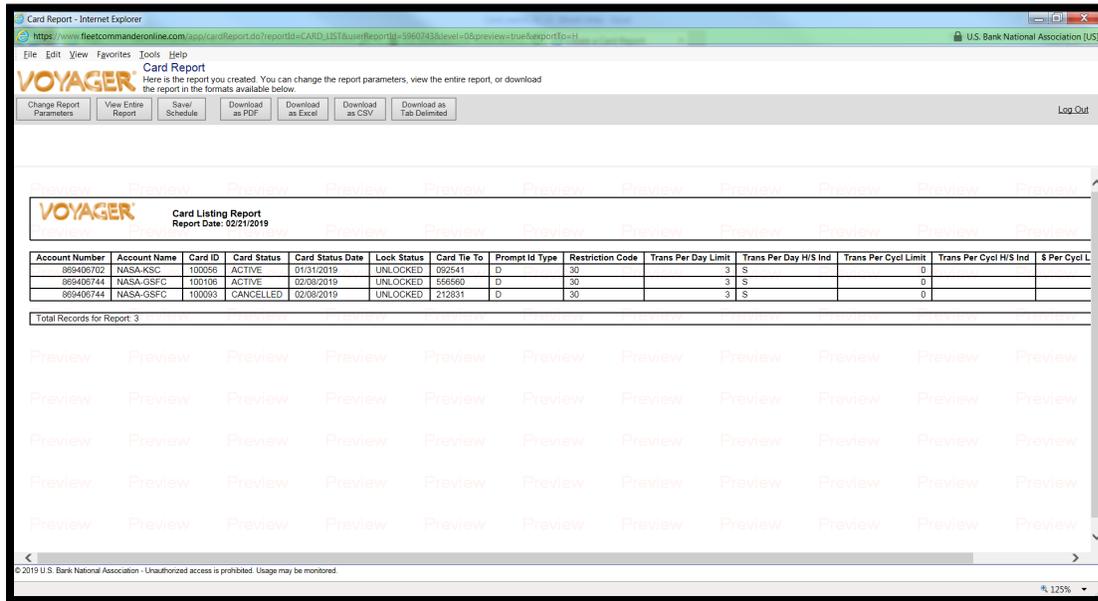


Select desired Output Format. The following parameters should be used when running the Card Report: Card Parameters select "All." Start/End dates will be the 11<sup>th</sup> of previous month to the 10<sup>th</sup> of the current month, select all in card tie field, select all in the card prompt (example shown below)



Click preview report to run report.

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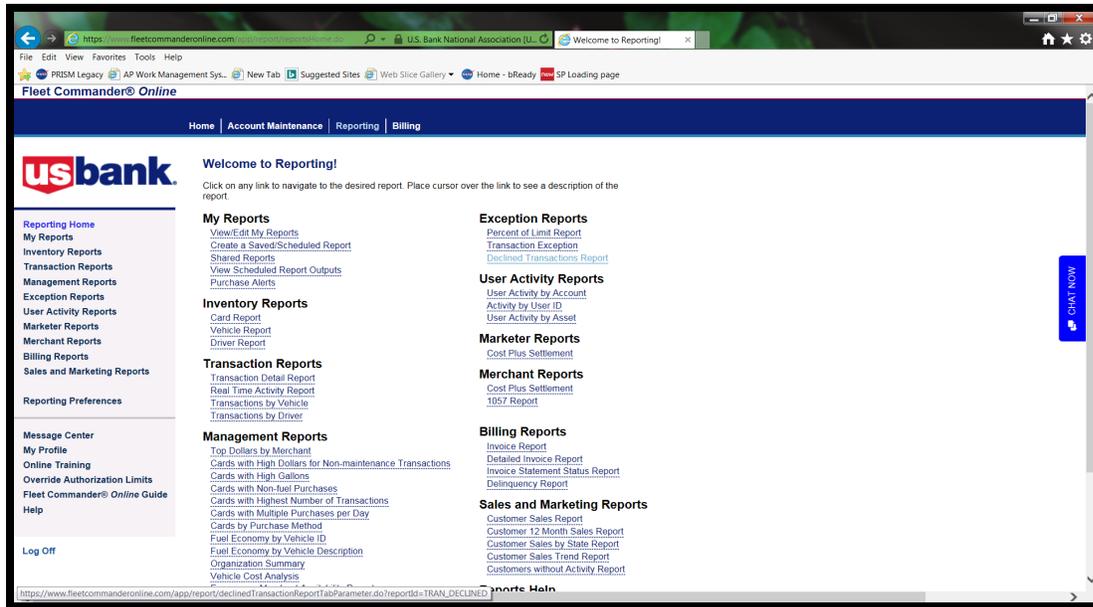
## Declined Transactions Report (Exception Reports)

This report will be used to review all declined transactions for the statement period and verify that no fraudulent activity has been attempted. If fraud is suspected, send an email to the contact Center ([nssc-contactcenter@mail.nasa.gov](mailto:nssc-contactcenter@mail.nasa.gov)) and cc the Lead APC to assist in reissuing a new charge card, if necessary. Be aware that the Lead APC may need to provide support in the event that multiple instances of attempted external fraud are delineated as declined transactions.

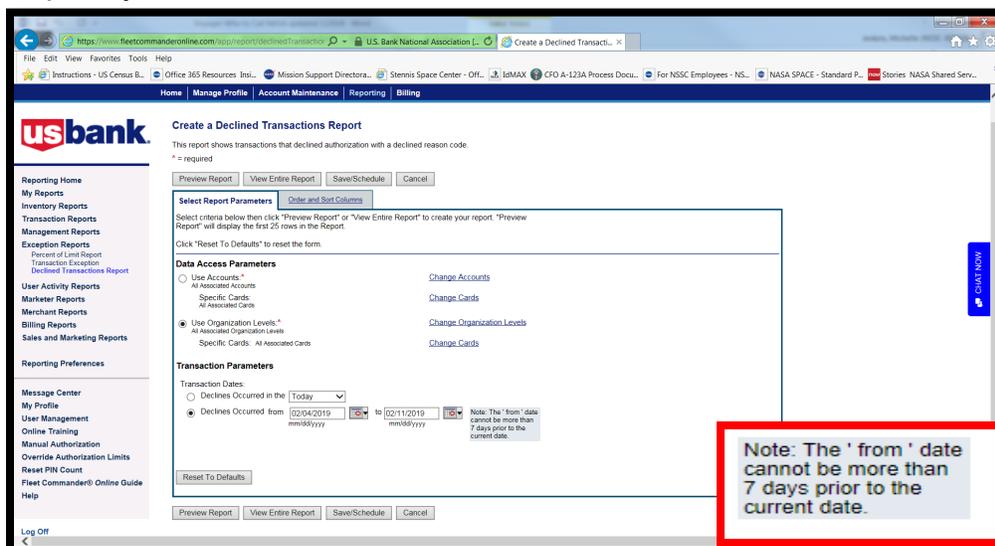
**IMPORTANT Note: Fleet Commander only allows users to view transactions that occurred within the last 7 days.** CAPC will have to run the report **weekly** to obtain the data for the Monthly Assurance Report. *Recommend CAPC use the report schedule feature to ensure you capture the data for monthly review.*

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Put your cursor on "Reporting" tab at the top of screen. Click "Declined Transaction Report" which is listed under Exception Reports



Select Report Parameters; and then, select Preview Report. Run weekly or more frequently, if needed.



Preview Report

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The screenshot shows a web browser window displaying a 'Declined Transactions Report' from Voyager. The report is titled 'Declined Transactions Report Run on 02/12/2019 at 14:29:18'. It includes a table with the following columns: Response Date, Response Time, Account ID, Account Name, Org Level 1 ID, Card Number, Tied To Type, Tied To ID, Prompt Type, Prompt ID Entered, Invoice Number, Request Amount, Participant Cd, Merchant Account Number, and Merchar. The table contains 15 rows of transaction data.

Response Date	Response Time	Account ID	Account Name	Org Level 1 ID	Card Number	Tied To Type	Tied To ID	Prompt Type	Prompt ID Entered	Invoice Number	Request Amount	Participant Cd	Merchant Account Number	Merchar
02/05/2019	14:25:01	869406744	NASA-GSFC	100028717	100103	V	586560	DRIVER	034811	003600525870	1.00	153	677354000079	ROYAL FAF
02/05/2019	14:27:13	869406744	NASA-GSFC	100028717	100103	V	586560	DRIVER	005226	003600525885	1.00	153	677354000079	ROYAL FAF
02/05/2019	15:09:51	869406744	NASA-GSFC	100028717	100095	V	282049	DRIVER	037701	003600527863	1.00	153	677354000127	ROYAL FAF
02/05/2019	15:14:57	869406744	NASA-GSFC	100028717	100095	V	282049	DRIVER	015332	003600527865	1.00	153	677354000127	ROYAL FAF
02/06/2019	17:45:05	869406744	NASA-GSFC	100028717	100072	V	001072	DRIVER	000490	903700891045	250.00	012	9646476	SFM 415
02/06/2019	17:47:57	869406744	NASA-GSFC	100028717	100072	V	001072	DRIVER	000490	903700891202	100.00	012	9646476	SFM 415
02/07/2019	17:18:15	869406744	NASA-GSFC	100028717	100104	V	404880	DRIVER	000347	903800969935	1.00	215	00603095100	SUNOCO O
02/07/2019	17:21:19	869406744	NASA-GSFC	100028717	100104	V	404880	DRIVER	000347	903800960231	20.00	215	00603095100	SUNOCO O
02/07/2019	17:23:01	869406744	NASA-GSFC	100028717	100104	V	404880	DRIVER	000347	903800969370	20.00	215	00603095100	SUNOCO O
02/07/2019	21:55:31	869406744	NASA-GSFC	100028717	100104	V	404880	DRIVER	000347	903900012594	250.00	012	4783379	JNI SERVIC
02/11/2019	11:34:10	869406769	NASA-MAF	100028717	100028	V	001028	DRIVER	182238	904200282333	250.00	012	4812715	BIG CAT FL

## Transaction Detail Report – (Transaction Reports)

This report will be used to validate that the transactions charged on fleet charge card accounts are appropriate and comply with regulations. All charges on the report should have a corresponding receipt.

E-mail the card user, if abuse/misuse is suspected and obtain clarification on the charge. If abuse/misuse is still suspected based on the response, send an e-mail to the card user and their supervisor stating the government charge card appears to have been used inappropriately. Further action is dependent upon Center practice. See Appendix B for a sample e-mail notification.

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Go to *Reporting* tab and then select *Transaction Exception*.

**Home** | **Manage Profile** | **Account Maintenance** | **Reporting** | **Billing**

**Welcome to Reporting!**  
Click on any link to navigate to the desired report. Place cursor over the link to see a description of the report.

**My Reports**  
[View/Edit My Reports](#)  
[Create a Saved/Scheduled Report](#)  
[Shared Reports](#)  
[View Scheduled Report Outputs](#)  
[Purchase Alerts](#)

**Inventory Reports**  
[Card Report](#)  
[Vehicle Report](#)  
[Driver Report](#)  
[Card Inactivity Report](#)

**Transaction Reports**  
[Transaction Detail Report](#)  
[Real Time Activity Report](#)  
[Transactions by Vehicle](#)  
[Transactions by Driver](#)

**Management Reports**  
[Top Dollars by Merchant](#)  
[Cards with High Dollars for Non-maintenance Transactions](#)  
[Cards with High Gallons](#)  
[Cards with Non-fuel Purchases](#)  
[Cards with Highest Number of Transactions](#)  
[Cards with Multiple Purchases per Day](#)  
[Cards by Purchase Method](#)  
[Fuel Economy by Vehicle ID](#)  
[Fuel Economy by Vehicle Description](#)  
[Organization Summary](#)  
[Vehicle Cost Analysis](#)  
[Emergency Merchant Availability Report](#)  
[Merchant List](#)  
[Card Expiration Report](#)  
[Statistical Summary Report](#)  
[Summary Quarterly Merchant Report](#)  
[Product Restrictions and Limits](#)

**Exception Reports**  
[Percent of Limit Report](#)  
[Transaction Exception](#)  
[Declined Transactions Report](#)

**User Activity Reports**  
[User Activity by Account](#)  
[Activity by User ID](#)  
[User Activity by Asset](#)

**Marketer Reports**  
[Cost Plus Settlement](#)

**Merchant Reports**  
[Cost Plus Settlement](#)  
[1057 Report](#)

**Billing Reports**  
[Invoice Report](#)  
[Detailed Invoice Report](#)  
[Invoice Statement Status Report](#)  
[Delinquency Report](#)  
[Validated Statement Report](#)  
[Inactive Card Fees Report](#)

**Sales and Marketing Reports**  
[Customer Sales Report](#)  
[Customer 12 Month Sales Report](#)  
[Customer Sales by State Report](#)  
[Customer Sales Trend Report](#)  
[Customers without Activity Report](#)

**Reports Help**  
[Active Reports Help](#)

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Select the *Data Access Parameters* using Account or Org Level, Select *Transaction Parameters*, and select applicable *Exception Parameters*. Select **Preview Report** to run report. **Save/Schedule** to set up reoccurring report runs, if needed. **IMPORTANT** **NOTE: Start Date cannot precede January 1, 2019**

### Create a Transaction Exception Report

This report shows transactions that have been flagged with an exception code. This report is useful in identifying questionable purchases or misuse.  
 \* = required

Select criteria below then click "Preview Report" or "View Entire Report" to create your report. "Preview Report" will display the first 25 rows in the Report.  
 Click "Reset To Defaults" to reset the form.

#### Data Access Parameters

Use Accounts\* [Change Accounts](#)  
All Associated Accounts  
 Specific Cards: [Change Cards](#)  
All Associated Cards

Use Organization Levels\* [Change Organization Levels](#)  
All Associated Organization Levels  
 Specific Cards: [Change Cards](#)  
All Associated Cards

#### Transaction Parameters

Transaction Dates: (Note--Some exceptions are created at the time of the monthly billing cycle.)

Transactions Posted in the Last Day

Transactions Posted from 05/24/2021 to 05/31/2021  
mm/dd/yyyy

Note: Start date cannot precede January 1, 2019.

Posted during Current/Unbilled billing cycle.

#### Exception Parameters

<input checked="" type="checkbox"/> Pattern discrepancy driver	<input checked="" type="checkbox"/> Lost or stolen
<input checked="" type="checkbox"/> Customer activated terminal, island card reader	<input checked="" type="checkbox"/> Manual transactions
<input checked="" type="checkbox"/> Pattern discrepancy vehicle	<input checked="" type="checkbox"/> Odometer Exceptions
<input checked="" type="checkbox"/> Estimated odometer	<input checked="" type="checkbox"/> Product variance
<input checked="" type="checkbox"/> Full service	<input checked="" type="checkbox"/> Non-reported Federal tax
<input checked="" type="checkbox"/> Miles per gallon variance	<input checked="" type="checkbox"/> Excessive vehicle fuel capacity

**Note: Start date cannot precede January 1, 2019.**

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**Monthly Fleet Statements**

Monthly Fleet Statements for Vehicles are in *Fleet Commander*

Log into Voyager at <https://www.fleetcommanderonline.com> to pull the Fleet Card Statements.

(Two-factor authentication is required)

Click the "Billing" tab on the left side on the screen then "View statements"

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Results will appear as shown below.

Select the billing period that you are looking for from the View Statements Current Activity dropdown, then click "View."

The screenshot shows the US Bank Voyager interface. On the left is a navigation menu with options: Account (Select an account), Cards, Drivers, Vehicles, Reports, and Billing. The main area is titled 'Search Results' and shows 'Accounts 1 - 13 of 13'. Below this is a table with the following columns: Account Information, Sort by (Account Name), Make Payment, and View Statements. The table lists six accounts, all with 'Current Activity' selected in the View Statements dropdown and a 'View' button next to it.

Account Information	Sort by: Account Name	Make Payment	View Statements
869406652 - NASA-AFRC L1 Name: NASA		\$	Current Activity View
869406686 - NASA-ARC L1 Name: NASA		\$	Current Activity View
869406710 - NASA-CSBF L1 Name: NASA		\$	Current Activity View
869406694 - NASA-GRC L1 Name: NASA		\$	Current Activity View
869406744 - NASA-GSFC L1 Name: NASA		\$	Current Activity View
869406751 - NASA-HQ L1 Name: NASA		\$	Current Activity View

The requested statement will pop up on the screen to view (shown below). To save the statement click Download as PDF.

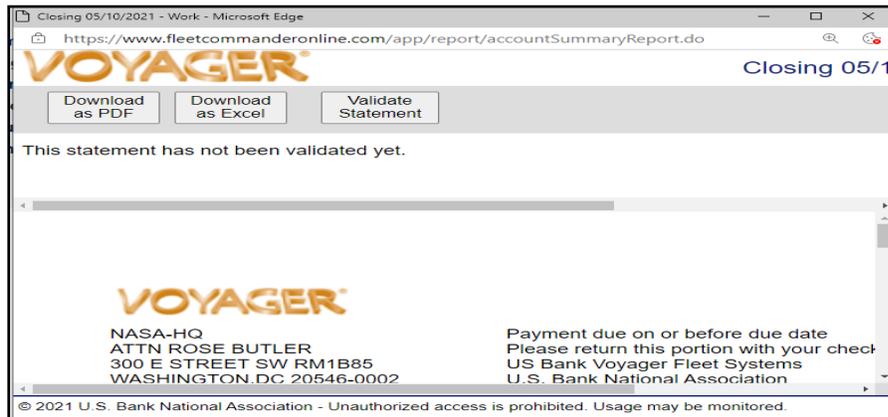
**NOTE:** Do not print to PDF (These files save as a much larger file and cannot be emailed).

Create current month folder.

Save statement as *AFRC Fleet Acct Stmt MMDDYY*.

File the reports at: N:\FM Division\Fleet Billing Statement.

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## **Branded Fleet Cards for Aircraft**

### **Branded Fleet Cards for Aircraft are in *US Bank Access Online***

Statements for Branded Fleet Cards (NOTE: These are only for branded Fleet cards which are for aircraft.)

**\*\*Only three NASA Centers have Branded Fleet Cards: ARC, LaRC and WFF\*\***

Login to US Bank Access Online at <https://www.access.usbank.com/>

Enter NASA in Organization Short Name then enter your User ID and Password


Access<sup>®</sup> Online

---

[Contact Us](#)  
[Login](#)

### Welcome to Access Online!

Please enter the information below and login to begin.

\* = required

**Organization Short Name:\***

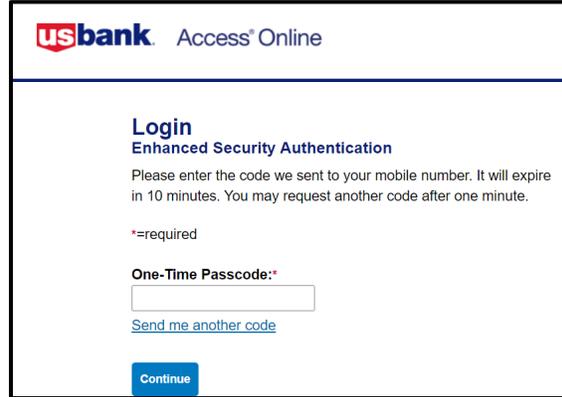
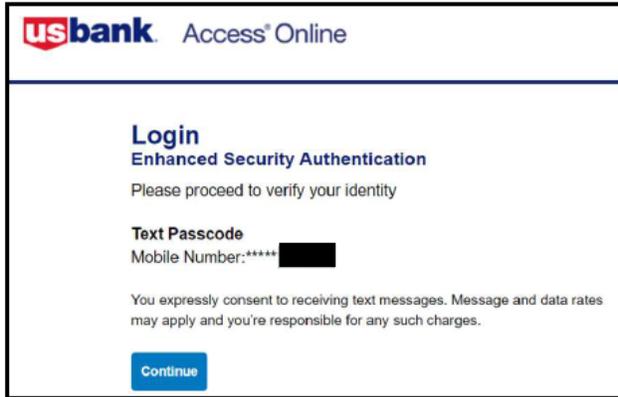
**User ID:\***

**Password:\***

Login

(Requires two-factor authentication)

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Select Account Information at left  
Under "Statement" Select Managing Account Statement



Enter the Account Number in Company Name then click Search

NASA Branded Fleet cards:  
ARC 14115, LARC 14127, and WFF 14126

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Click search  
 Select the Billing Cycle from the drop-down box  
 Click View Statement

The requested statement will pop up on the screen to view (shown below).

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Click Download at top right of statement

Save statement as PDF to the folder at N:\FM Division\Fleet Billing Statement\FY 2021\\*current month, \* and use the following naming scheme: *ARC Branded Fleet Acct Stmt\_MMDDYY* (this is the billing cycle end date)

Name	Date modified	Type	Size
AFRC Fleet Acct Stmt 091222	9/12/2022 7:25 AM	Adobe Acrobat D...	16 KB
ARC Branded Fleet Acct Stmt 091222	9/13/2022 9:44 AM	Adobe Acrobat D...	3,067 KB
ARC Fleet Acct Stmt 091222	9/12/2022 7:31 AM	Adobe Acrobat D...	16 KB
CSBF Fleet Acct Stmt 091222	9/12/2022 7:33 AM	Adobe Acrobat D...	16 KB
Email acknowledgement 2	9/13/2022 12:06 PM	Outlook Item	59 KB
Email acknowledgement	9/12/2022 9:01 AM	Outlook Item	57 KB
GRC Fleet Acct Stmt 091222	9/12/2022 7:36 AM	Adobe Acrobat D...	16 KB

Click on Switch Accounts to pull up the next statement

Send all Fleet statements (Regular and Branded) via **encrypted** email to [NSSC-accountspayable@nasa.gov](mailto:NSSC-accountspayable@nasa.gov), and include all credit card POCs on the list located at: <N:\FM Division\Service Provider - Internal Controls\POC LIST>.

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August 2022 Fleet Card Statements

DM Dukes, Melinda G. (NSSC-NSSC)[Service Provider]

To: ○ NSSC-AccountsPayable

Cc: ● Milton, John A. (NSSC-XD01B); ● Songy, Chris (NSSC-XD01B); ○ Bolar, Jennifer L. (NSSC-NSSC)[Service Provider]; ● Benoit, Janel C. (NSSC-NSSC)[Service Provider]

Thu 8/11/2022 7:57 AM

 AFRC Fleet Acct Stmt 081022.pdf .pdf File
  ARC Branded Fleet Acct Stmt 081022.pdf .pdf File

 ARC Fleet Acct Stmt 081022.pdf .pdf File
  CSBF Fleet Acct Stmt 081022.pdf .pdf File

 GRC Fleet Acct Stmt 081022.pdf ..
  GSFC Fleet Acct Stmt 081022.pdf ..

Good Morning,

Please find attached thirteen (13) Fleet Card statements for processing. Please note there was no current billing activity for HQ, JPL, or WFF aircraft.

Save a copy of the sent email and acknowledgement email received, under the current FY and months folder on shared drive N:\FM Division\Fleet Billing Statement.

## DELINQUENCY REPORTS

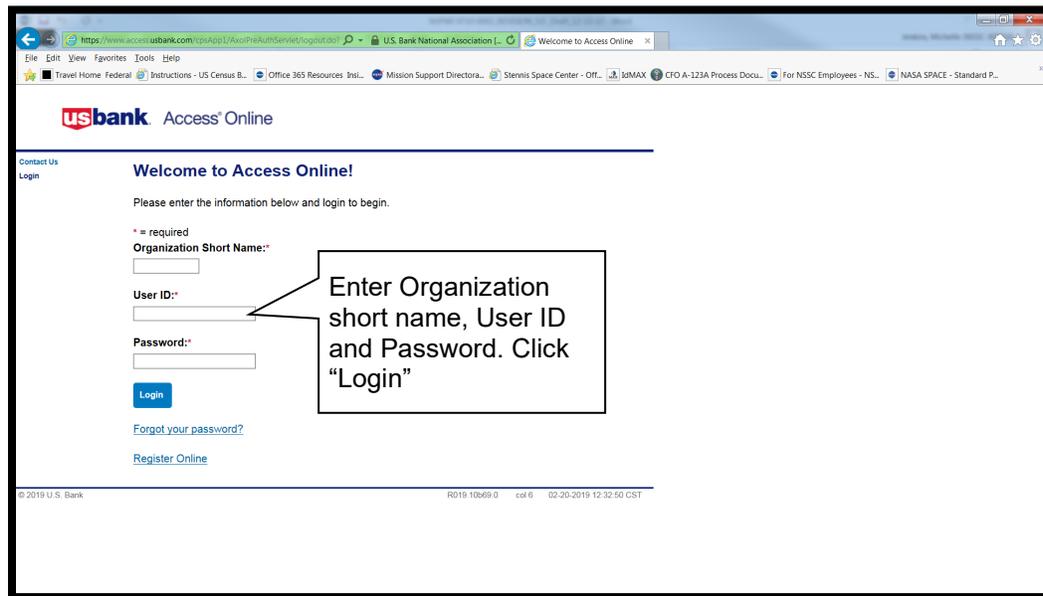
### US Bank Access Online Delinquency Reports

Account Suspension (Program Management)	Monthly		Access Online
Past Due	Monthly	1st of the month	Access Online

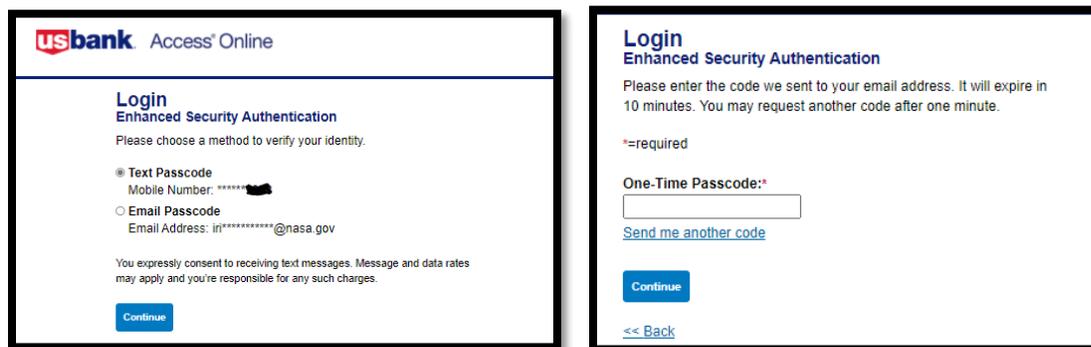
### Steps to Run Access Online Reports:

1. Log into Access Online. [Welcome to Access Online \(usbank.com\)](https://www.usbank.com)

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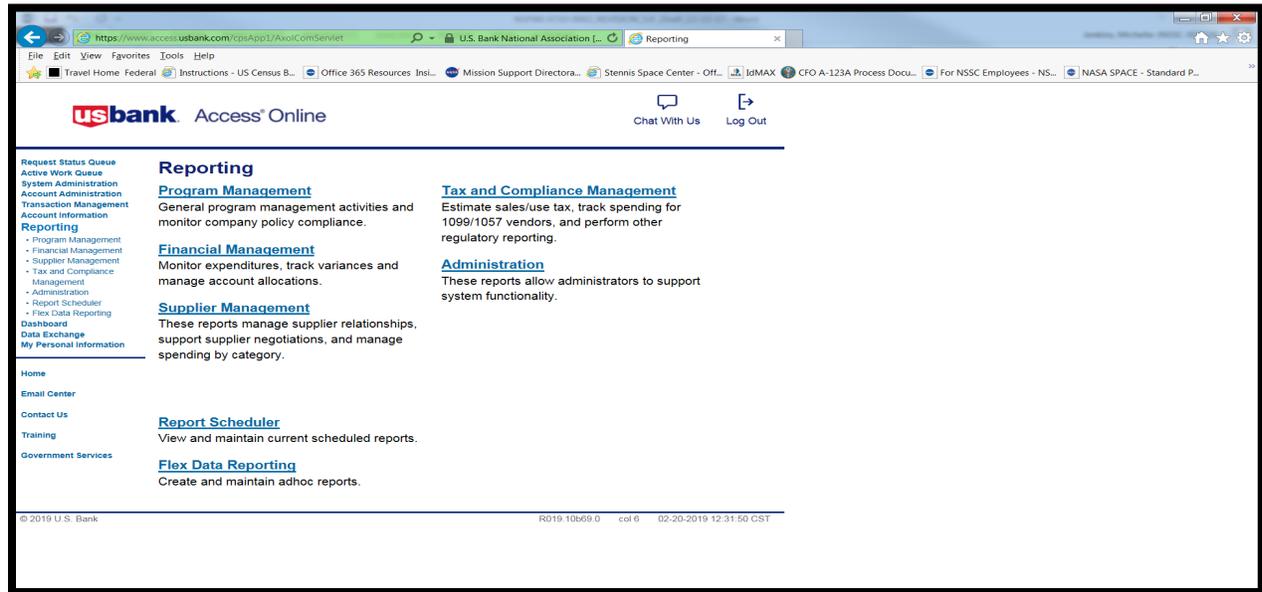


\*Enhanced Security: Once you have entered your User ID and Password, you will be prompted to select a method of delivery for a passcode. Once received, enter your six-digit pass code, as shown below. You can set this up to go to your email or a mobile phone.

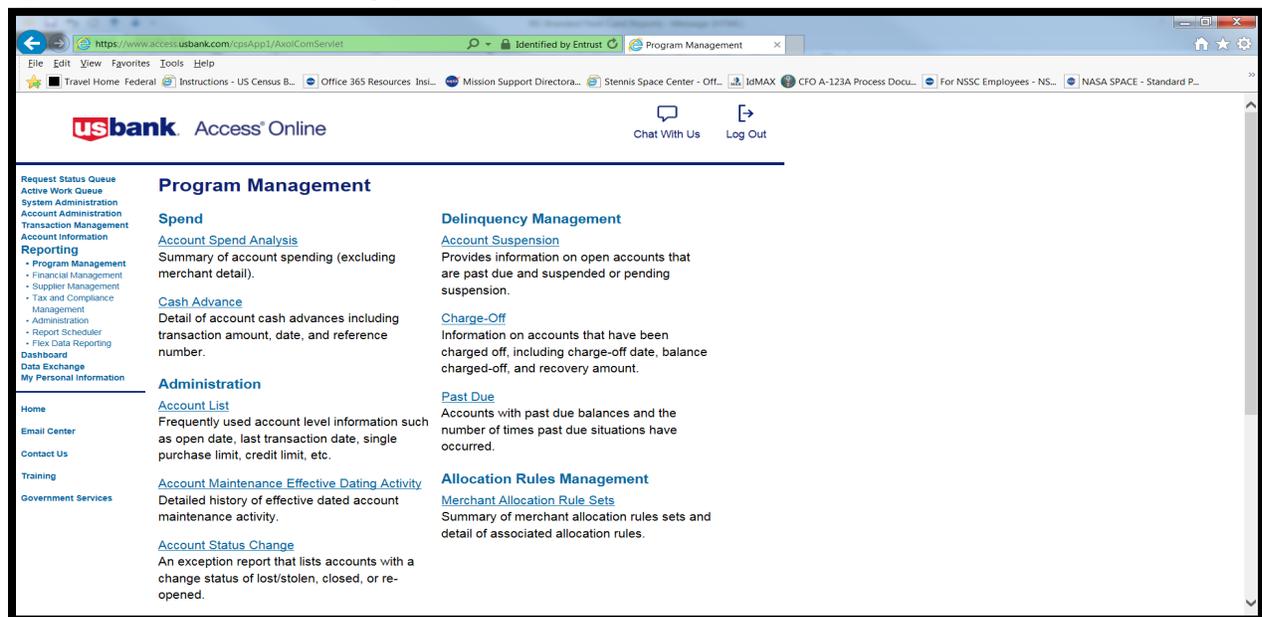


From the home screen click on “Reporting” located on the left side of screen.” This brings up several categories of reports available in Access Online.

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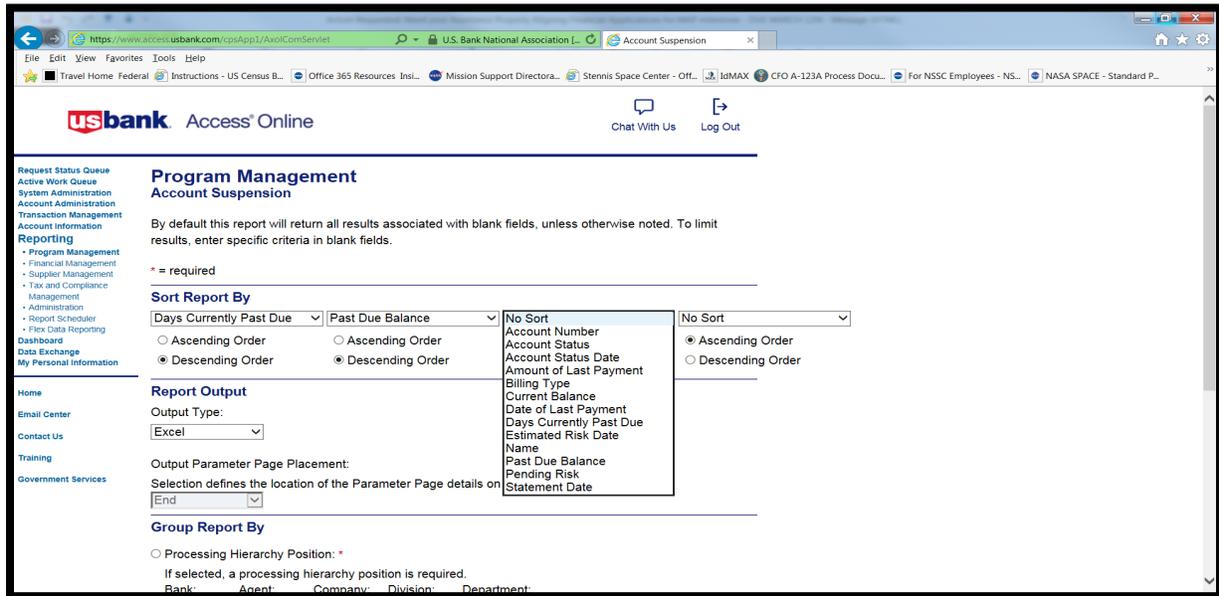


Click *Program Management*> *Delinquency Management*> *Account Suspension* to run a report of accounts currently past due



Sort report by defaults to Days Currently Past Due and Past Due Balance. The last two sort by fields default to "No Sort" as shown in the print screen below. You can use these fields to further sort your data.

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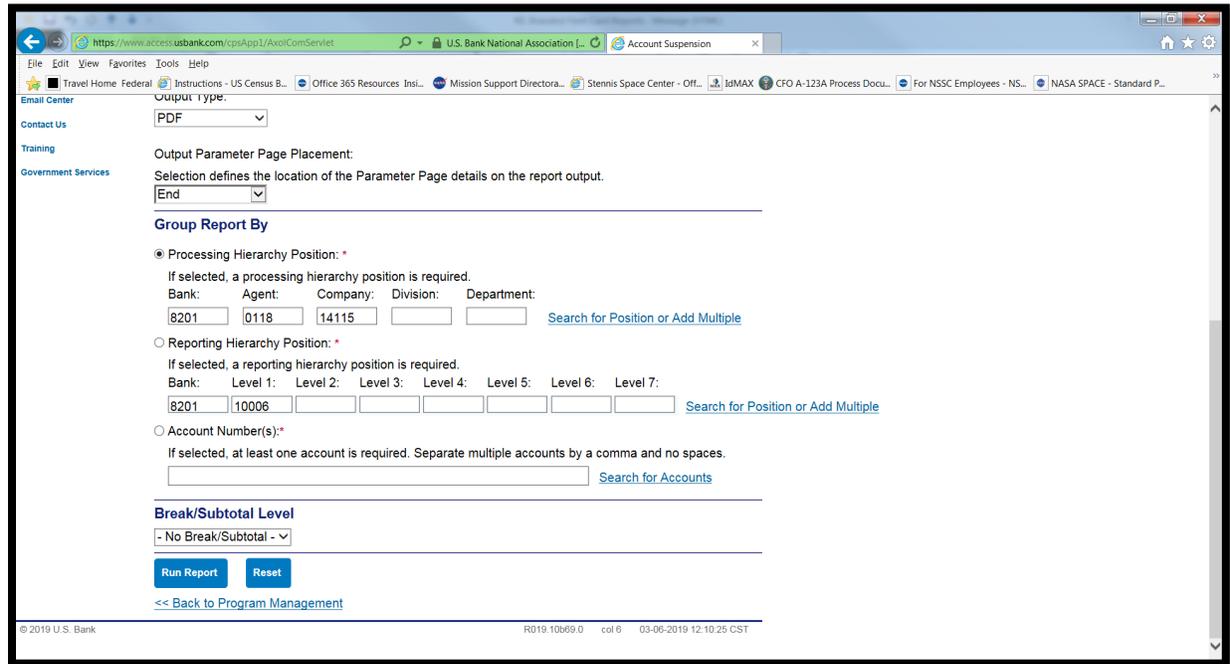
Select the desired report output>select “Group Report By” Processing Hierarchy Position radial button

Enter bank number, agent number and company number as shown in the print screen below:

**Note: the company number is Center specific.**

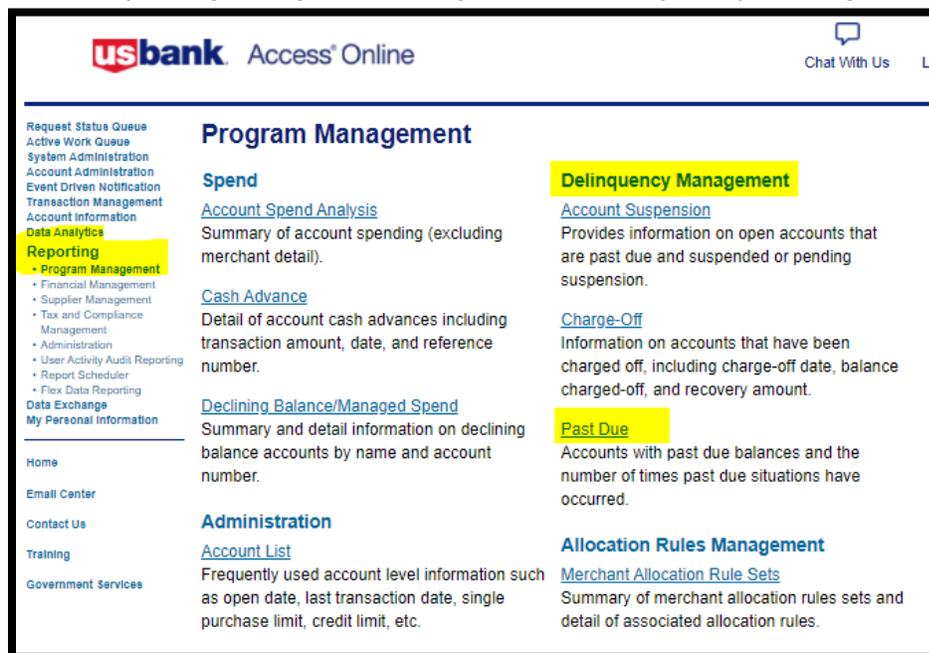
Once parameters are entered, click run report. Users will have the options to Open or Save report

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## Past Due Report

Go to *Reporting>Program Management>Delinquency Management>Past Due*



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Enter bank, agent and company numbers. Then click “Run Report”

## U.S. Bank Program Monitoring Reports

Report Name	Frequency	When to run	Source System	Minimum Validation
Account Suspension Report	Monthly	16th of the month	Access Online	100% Review
Declined Transactions Authorizations Report	Weekly	Beginning or end of week	Access Online	100% Review
Transaction Detail Report	Monthly	16th of the month	Access Online	100% Review

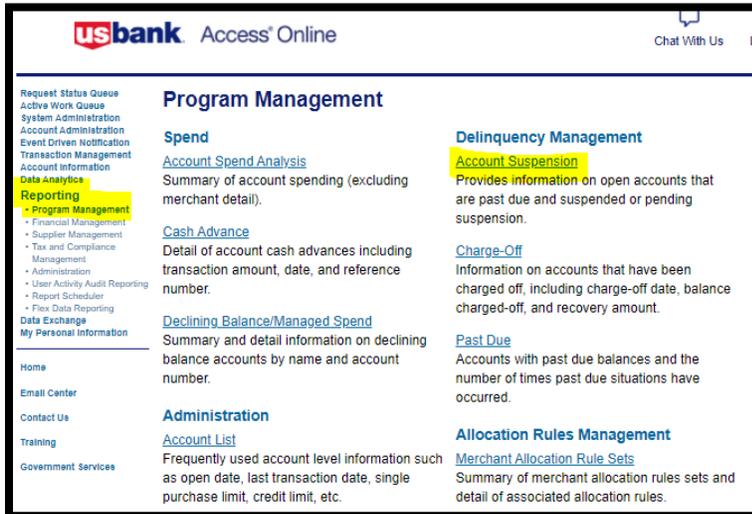
Note: All reports and subsequent correspondence, including e-mails and documentation of phone calls, should be retained by the CAPC for three years. When requests for clarification are sent to card users, the CAPC should provide the card user with one week to respond before notifying the card user’s supervisor.

Abuse and/or misuse has occurred, if transactions were attempted or posted that are contrary to or do not comply with governing rules, regulations, policies, procedures and/or established guidelines.

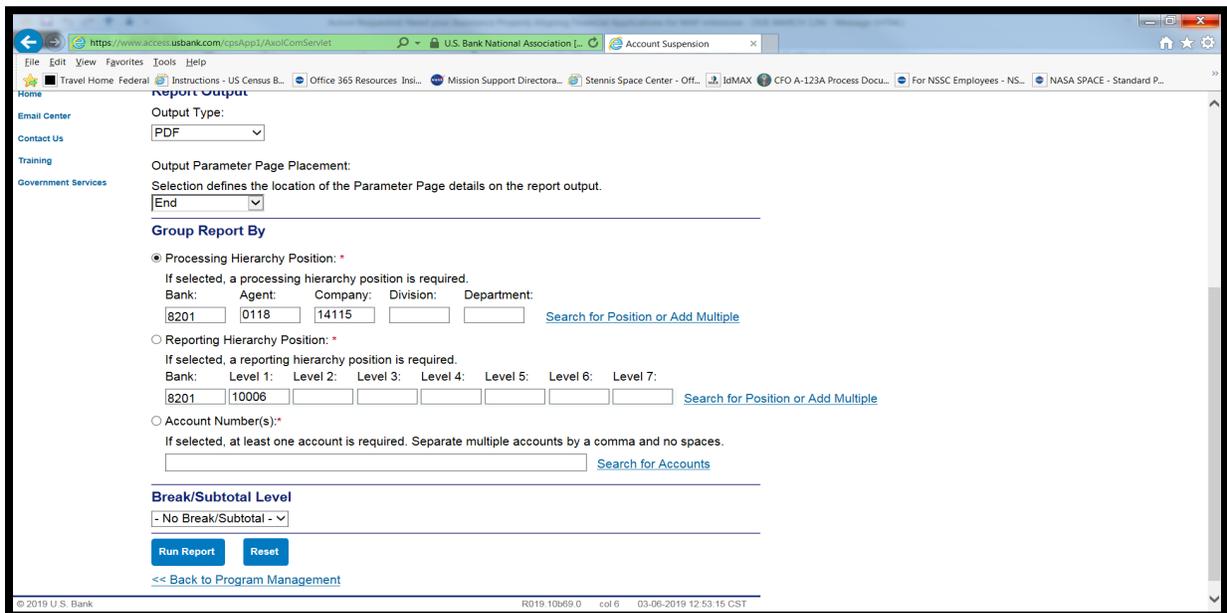
NSSC Process Work Instruction	NSPWI-9710-0002 Revision 12.0
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## Account Suspension Report

Click on *Reporting>Program Management>Delinquency Management>Account Suspension*



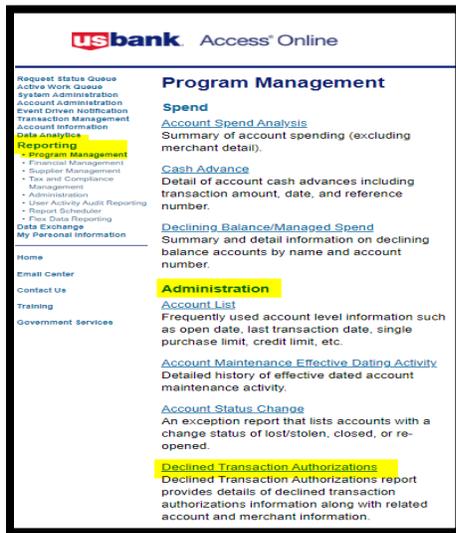
Enter the following in the report template: bank, agent and company number. Then, click run report to execute report



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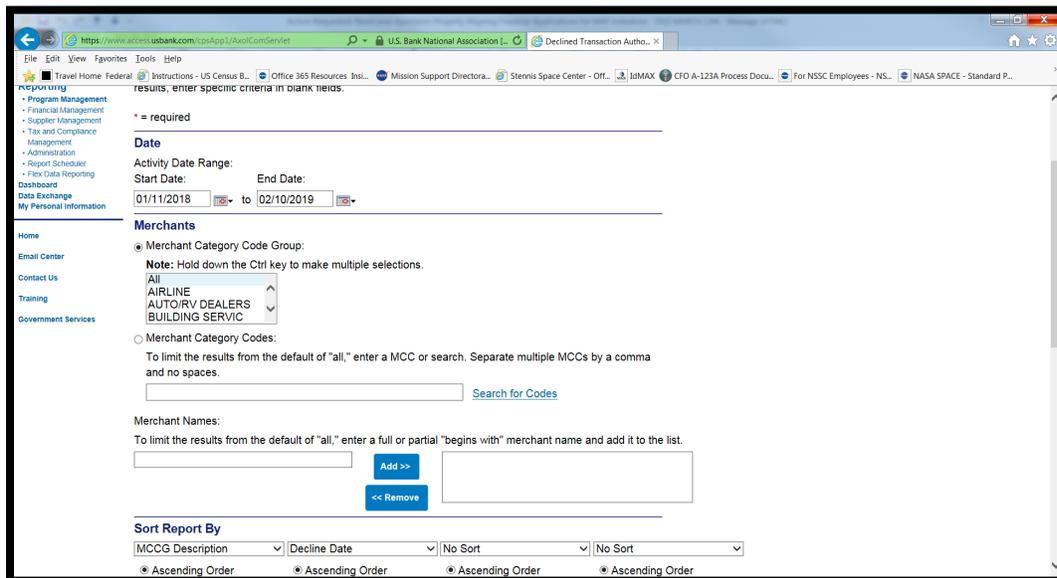
## Declined Transaction Authorization Report

Select Reporting>Program Management>Administration>Declined Transaction Authorization



This will bring up the declined transaction template. Enter the start and end dates for the reporting period. US Bank Branded Fleet card billing cycle ends on the 10<sup>th</sup> of each month. This is an example of the parameters the CAPC would enter into the template: Jan 11, 2019 to Feb 10, 2019.

“Merchants” defaults to ALL. Do not change this field.



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In the “group report by” section enter the bank, agent and company numbers in the processing hierarchy position, then click run report.

PDF

Output Parameter Page Placement:  
Selection defines the location of the Parameter Page details on the report output.  
End

**Group Report By**

Processing Hierarchy Position: \*  
If selected, a processing hierarchy position is required.  
Bank: Agent: Company: Division: Department:  
8201 0118 14115 Search for Position or Add Multiple

Reporting Hierarchy Position: \*  
If selected, a reporting hierarchy position is required.  
Bank: Level 1: Level 2: Level 3: Level 4: Level 5: Level 6: Level 7:  
Search for Position or Add Multiple

Account Number(s):\*  
If selected, at least one account is required. Separate multiple accounts by a comma and no spaces.  
Search for Accounts

Break/Subtotal Level  
- No Break/Subtotal -

Run Report Reset

<< Back to Program Management

© 2019 U.S. Bank R019.10069.0 col 6 03-06-2019 13:01:17 CST

## Transaction Detail Report

Navigate to Reporting>Financial Management>Transaction Management>Transaction Detail

us bank Access Online

Financial Management

Order Management

Transaction Management

Full Transaction and Order Detail  
Full expenditure detail, including transaction, line item, order, account allocation, and tax estimation information.

Account Allocation  
Account allocation and reallocation detail by accounting code.

Extract Reconciliation  
Summary of transactions by account that have been extracted versus statemented.

Fleet Activity Detail  
Fleet product summary and fleet transaction activity data including fuel, tax and line item detail.

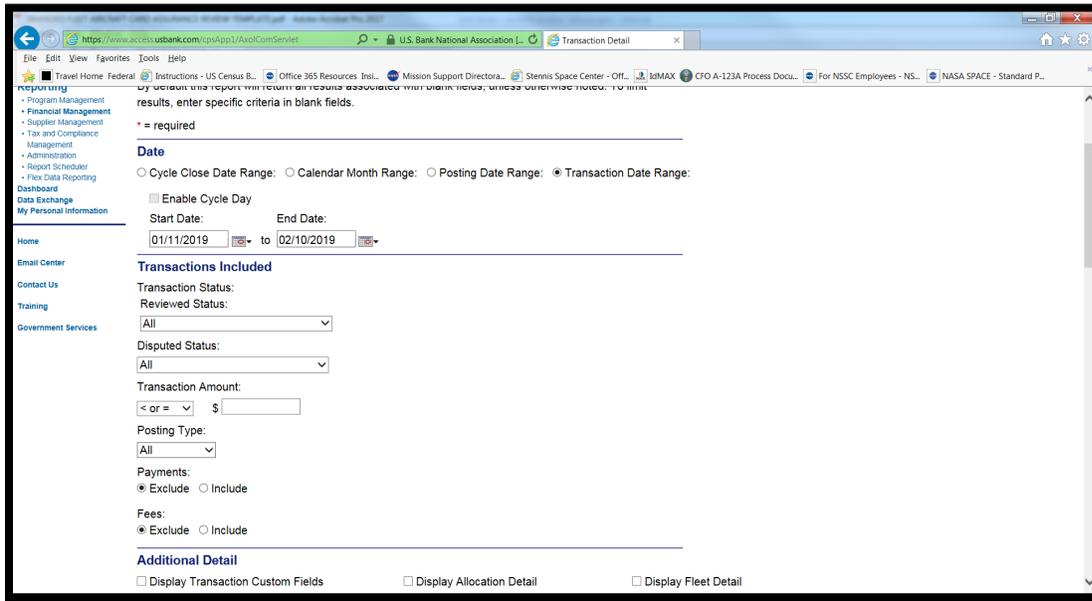
Managing Account Approval Status  
History of Managing Account and Cardholder Account statement approvals.

Transaction Detail  
Detailed transaction data including merchant detail, allocation (accounting code) information, and transaction log data.

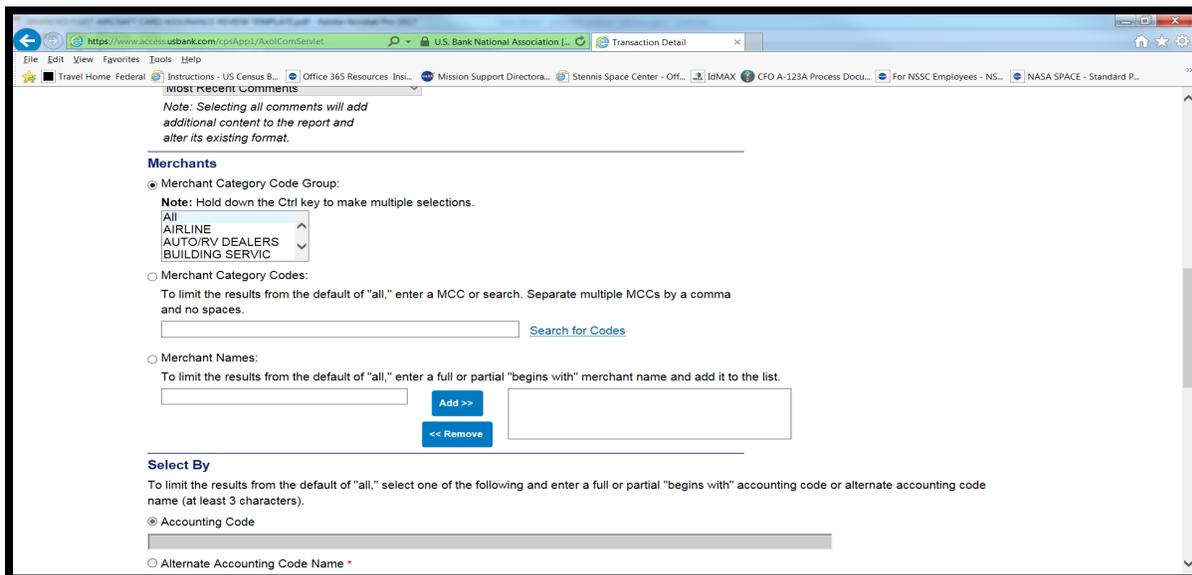
Transaction Summary  
Transaction summary information.

This brings up the template shown below. Under date select Transaction Date range enter the dates for the reporting period. **NOTE:** US Bank billing cycle ends on the 10<sup>th</sup> of each month. Example of date parameters Jan 11, 2019 to Feb 10, 2019.

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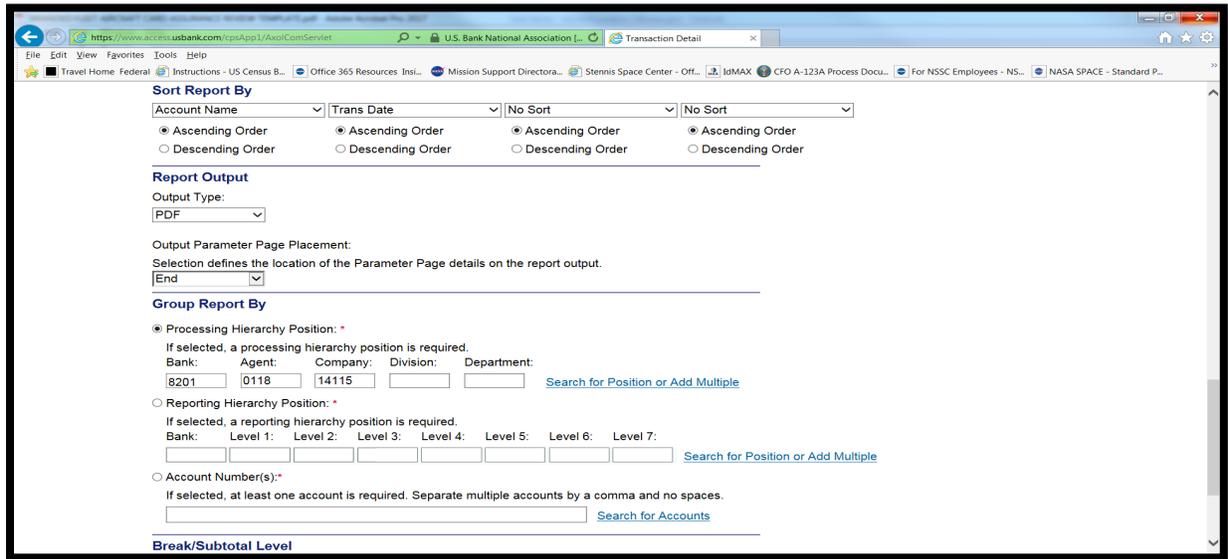
Merchants- select "All"



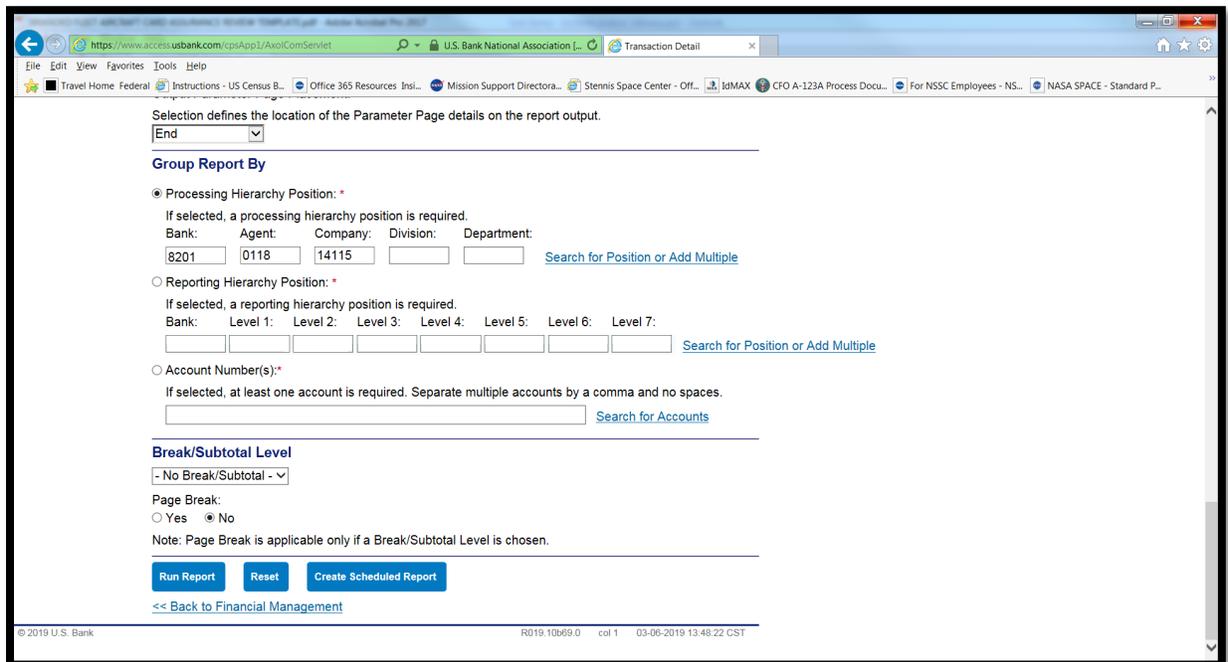
Report Output- select desired report output.

Group report by defaults to the processing hierarchy position. Enter bank, agent and company. Company number is Center specific.

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Click "Run Report" to execute report



## 5.0 Objective

The objective of this document is to identify reports for the NASA CAPCs to manage the Center Fleet Charge Card Program and in turn provide information to Center managers and supervisors of card users with inappropriate transactions. Such instructions will

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also allow Center Fleet APCs to verify compliance with Center, Agency, and Federal policies and procedures.

## 6.0 Roles and Responsibilities

Roles and responsibilities are applicable for the Lead APC, CAPCs and the Agency Transportation Manager.

The scope includes reports to be run for all Center fleet charge card activity as well as the Fleet APC Roles and Responsibilities.

## 7.0 Records

Documentation will be uploaded to TechDoc (FM/Fleet card) to maintain a permanent record of the documentation. These records are included in the functional Master Records Index (MRI) that provides retention/disposition authority.

## 8.0 Cancellation/Supersession of Previous Documents

This document supersedes version 11.0 and is designed to give guidance for Center APCs to perform their duties. The roles and responsibilities identified within this guide are primarily applicable to CAPC personnel.

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## APPENDIX A: ACRONYMS AND ABBREVIATIONS

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ALR	Audit Liaison Representative
APC	Agency Program Coordinator
CAPC	Center Agency Program Coordinator
CBA	Centrally Billed Account
CC	Courtesy Copy
EAS	Electronic Access System
FMSD	Financial Management Services Division
GSA	General Services Administration
HQ	Headquarters
LMD	Logistics Management Division
NPD	NASA Policy Directive
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OIG	Office of the Inspector General
OMB	Office of Management and Budget

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## APPENDIX B: SAMPLE E-MAIL NOTIFICATIONS

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To: Employee Name  
From: Issuing Official Name  
Subject: Validation of Fleet Charge Card Transaction(s)

During a monthly review of the NSSC's Fleet Charge Card account transactions, it has been determined that the Transportation Officer has not received a receipt for the transaction below. The charge(s) include:

10/19/15 – XYZ Gas Station – Slidell, LA - \$17.94

Please provide an explanation in writing for the above charge(s) within three business days in addition to the applicable receipt. If you feel a mistake has been made or have any questions regarding the Government Fleet Charge Card policy, please call me at X-XXXX. Thank you in advance for your cooperation.

Regards,  
Issuing Official Name  
Issuing Official Title  
Issuing Official Contact Information

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## APPENDIX C: LEAD APC ROLES AND RESPONSIBILITIES

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The Lead APC is responsible for:

- Serving as the point of contact for implementation of Agency fleet charge card procedural requirements.
- Communicating with the Agency Transportation Manager to substantiate compliance with internal controls and process improvements related to fleet charge cards.
- Supporting internal and external audits and reviews by communicating with auditors, CAPCs, Headquarters (HQ), the Center/Agency Audit Liaison Representative (ALR), and/or the Agency Transportation Manager.
- Validating and reporting results for Agency Delinquency Report by no later than the fifth business day of the following month to HQ.
- Soliciting and documenting responses from CAPCs monthly on their compliance with the instructions provided in this document.
- Ensuring the following:
  - Relevant issues are communicated between the card-issuing bank and the CAPCs.
  - Information on NASA policy, received from the Agency Transportation Manager, is communicated to the CAPCs.
  - NASA APC training curriculum is updated as necessary.
  - “Best practices” are identified and communicated to CAPCs.
  - Appropriate internal controls are in place. Such assurance can be obtained by monitoring Agency charge card activities to provide reasonable assurance that card use is in compliance with Federal and Agency policies and procedures and/or by obtaining monthly verification from Center Fleet APCs (see Appendix G).
  - Appropriate participation in all audits and reviews.
  - Periodic communications with CAPCs, as required.

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- Communication of any significant deficiency in the effectiveness and efficiency of the Agency Fleet Charge Card Program to the NASA Agency Transportation Manager for consideration of Agency-level action.
10. Ensure the update and submission of the annual NASA Fleet Charge Card Management Plan to OMB as required by Circular A-123, Appendix B.
  11. NSSC Fleet Charge Card APC should review Fleet CAPC records semi-annually to assure receipts are being maintained and reconciliations accomplished.
  12. A semi-annual review of CAPC List and SATERN Training for Fleet APCs, should be performed by the Agency Lead APC to ensure both are up to date.

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## APPENDIX D: CENTER SPECIFIC APC ROLES AND RESPONSIBILITIES

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The Center Fleet APCs will:

14. Facilitate the resolution of all card account issues by communicating with the card-issuing bank and the Lead APC as appropriate.
15. Assuring that all Procurement policies are followed and implemented. The current single purchase limit threshold is \$10,000. All transactions above that amount must involve Center Procurement personnel to assure compliance with Procurement policy.
16. Identify best practices and submit to the Lead APC for consideration of Agency implementation.
17. Support the Lead APC in the standardization of an Agency Fleet Charge Card internal controls program.
18. Notifying the Lead APC immediately, if issues arise that increase risk to the Agency's Fleet Charge Card Program.
19. Inform the Lead APC when circumstances result in the need to update the Roles and Responsibilities.
20. Communicate with auditors as requested by HQ, the Center/Agency ALR, and/or the Lead APC.
21. Monitor fleet charge card delinquencies monthly and report issues to Center officials as appropriate.
22. Ensure charges to CBAs are valid.
23. Ensure appropriate administration of the Center Fleet CBAs.
24. Report any identified fleet charge card misuse to Center officials as appropriate.
25. (Center officials may include the card user's supervisor/manager and/or the Office of Human Capital.)

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26. Run specific Electronic Access System (EAS) reports on a monthly basis to monitor card account activity and assist the Lead APC in the update of Agency training materials, as necessary.
27. Monitor and complete APC training prior to appointment by attending or completing appropriate training classes as well as the refresher training every three years.
28. Perform the function of closing card accounts or setting up new card accounts for new vehicles.
29. Run and review the reports as designated in Sections 1 and 2 according to the frequency outlined using the instructions provided and provide monthly assurance reports as a result of the review to the Lead APC by the third calendar day of the following month (see Appendix G).
30. Send timely notifications to Center card users and follow up as needed when questionable items appear on reports or are found during a review/audit.
31. Notify other Center personnel timely (Human Resources, Supervisor, etc.), consistent with Center procedures, when questionable items appear on reports or are found during a review/audit.
32. Ensure an alternate CAPC is identified, trained and their information provided to the Lead APC.
33. Respond timely to the Lead APC's inquiries regarding compliance with such instructions.
34. Retain all documentation results for all audits, reviews, monitoring, and analysis; follow up according to records retention schedules (three years). Reports should be retained, regardless of whether data appeared on the (positive results) or not (negative results).
35. Receive, reconcile, and request payment of CBA invoices timely.

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## APPENDIX E: AGENCY TRANSPORTATION MANAGER ROLES AND RESPONSIBILITIES

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The Agency Transportation Manager is responsible for:

- Managing the development of Agency-wide fleet charge card policy.
- Serving as the senior point of contact for formulation of Agency fleet charge card policy and procedural requirements.
- Communicating verbally and in writing with the Lead APC to confirm compliance with internal controls and process improvements related to fleet charge cards.
- Coordinating audits of fleet charge cards by the OIG are conducted in accordance with NPD 9800.1A, NASA Office of Inspector General Programs.
- Coordinating audits on fleet charge cards by the OCFO, LMD and other responsible Agency-level offices at NASA Headquarters are conducted in accordance with NPD 1210.2, NASA Surveys, Audits, and Reviews Policy.
- Hosting audits by internal and/or external organizations when such reviews are announced.

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## APPENDIX F: SUMMARY OF CENTER APC REPORTS

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<u>Report Name</u>	<u>Frequency</u>	<u>When to Run</u>	<u>Source System</u>	<u>Minimum Validation</u>
Delinquency Report <b>(Billing Report)</b>	Monthly	11th of the month or after the monthly statement is issued; whichever is last.	Fleet Commander Online	100% Review
Delinquency Report <b>(Billing Report)</b>	Monthly	1st of every month	Fleet Commander Online	100% Review
Card Report <b>(Inventory Report)</b>	Monthly	11th of the month	Fleet Commander Online	100% Review
Declined Transaction Report <b>(Exception Report)</b>	Weekly	Schedule to run at the end of each week	Fleet Commander	100% Review
Transaction Detail Report <b>(Transaction Reports)</b>	Monthly	11th of the month or after the monthly statement is issued; whichever is last.	Fleet Commander Online	100% Review
Mandatory Training Verification	Semi- Annual	APR/OCT	SATERN	100% Review
Monthly Billing Statement	Monthly	11 <sup>th</sup> of the Month or later if the 11 <sup>th</sup> falls on a weekend or holiday.	Fleet Commander Online	N/A

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## APPENDIX G: SAMPLE OF MONTHLY FLEET CARD ASSURANCE REVIEW

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The following report shall be completed by each Center Fleet APC component and forwarded to the Lead APC monthly.

### FLEET CARD ASSURANCE REVIEW

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Center: | \_\_\_\_\_

Statement Period Reviewed (    ) Date Submitted:

The following reports were reviewed for the Fleet Charge Card activity according to the current Agency procedures and have not found any exceptions unless otherwise noted:

REPORT NAME	SOURCE SYSTEM	# OF ISSUES IDENTIFIED	ACTIONS TAKEN FOR EACH ISSUE
<b>MONTHLY (OCT - NOV)</b>			
DELINQUENCY REPORT (BILLING REPORTS)	FLEET COMMANDER	_____	
CARD EXPIRATION (BILLING REPORTS)	FLEET COMMANDER	_____	
DECLINES TRANSACTION REPORT (EXCEPTION REPORTS)	FLEET COMMANDER	_____	
TRANSACTION DETAIL REPORT (TRANSACTION REPORTS)	FLEET COMMANDER	_____	
<b>QUARTERLY (JAN/ APR/ JUL/OCT)</b>			
MANDATORY TRAINING VERIFICATION (APCs are current with Training)	SATERN	_____	

By checking this box, you certify, as the Center APC, that receipts have been maintained for all fuel transactions in accordance with the Agency policy and procedures. If you cannot check this box, a justification is required below:

NSSC Process Work Instruction	NSPWI-9710-0002 Revision 12.0	
	Number	
	Effective Date:	October 20, 2023
	Expiration Date:	October 20, 2024
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### BRANDED FLEET CARD ASSURANCE REVIEW

Center: \_\_\_\_\_

Statement Period Reviewed (Cycle: \_\_\_\_\_ - \_\_\_\_\_)

Date Submitted: \_\_\_\_\_

The following reports were reviewed for the Fleet Charge Card activity according to the current Agency procedures and have not found any exceptions unless otherwise noted:

REPORT NAME	SOURCE SYSTEM	# OF ISSUES IDENTIFIED	ACTIONS TAKEN FOR EACH ISSUE
<b>MONTHLY (JAN - DEC)</b>			
ACCOUNT SUSPENSION ( <b>Program Management Reports</b> )	ACCESS ONLINE	_____	
PAST DUE ( <b>Program Management Reports</b> )	ACCESS ONLINE	_____	
ACCOUNT SUSPENSION ( <b>Program Management Reports</b> )	ACCESS ONLINE	_____	
DECLINED TRANSACTIONS AUTHORIZATION ( <b>Program Management Reports</b> )	ACCESS ONLINE	_____	
TRANSACTION DETAIL REPORT ( <b>Financial Management Reports</b> )	ACCESS ONLINE	_____	
<b>SEMI-ANNUALLY(APR/OCT)</b>			
MANDATORY TRAINING VERIFICATION (APPROVING OFFICIALS)	SATERN	_____	

By checking this box, you certify, as the Center APC, that receipts have been maintained for all fuel transactions in accordance with the Agency policy and procedures. If you cannot check this box, a justification is required below:

Updated: March 1, 2019